

AMENDMENT TO THE CLAIMS:

Please amend the claims as indicated in the attached listing of claims. This listing of claims will replace all prior versions and listings of claims.

1. (Currently Amended) A method of assessing a culture of an organization for making improvements thereon, comprising the steps of:

collecting responses from members of the organization; and performing an assessment process including:

compiling the responses into a data format,

~~determining sorting the compiled responses to identify a theme based on the compiled responses,~~

generating a report based on the ~~determined identified~~ theme,

selecting a first action corresponding to the ~~determined identified~~ theme in response reply to receiving the report,

collecting data reflecting a performance of implementing the first action in the organization, and

~~sorting the collected data to identify determining a first action assessment data reflecting an effect of the implemented first action on the organization based on the collected data.~~

2. (Currently Amended) The method of claim 1, wherein the step of collecting responses further includes:

receiving data responses reflecting at least one individual interview session with at least one of the members;

receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

receiving data responses associated with at least one physical walk around session with at least one of the members.

3. (Previously Presented) The method of claim 1, wherein the step of compiling the responses includes:

separating the collected responses into groups.

4. (Currently Amended) The method of claim 1, wherein generating the report includes:

identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the determined theme.

5. (Previously Presented) The method of claim 1, wherein selecting the first action includes:

generating content on a Web page associated with the organization, that is accessible by a first set and a second set of members of the organization.

6. (Previously Presented) The method of claim 1, wherein the responses include data values associated with sets of quantitative questions and the method further includes:

determining an average data value for a first set of quantitative questions

determining an average data value for a second set of quantitative questions;

and

determining the theme based on a comparison of the determined average data values.

7. (Currently Amended) The method of claim 6, wherein performing the assessment process includes:

separating the collected responses into sets of responses; and

determining identifying a theme for each set of responses based on a frequency of occurrences of information included in each set of responses.

8. (Currently Amended) The method of claim 7, further comprising the step of:

determining identifying a theme for each set of responses based on responses to a set of qualitative questions.

9. (Currently Amended) A system for assessing a culture of an organization for making improvements thereon, comprising:

means for collecting responses from members of the organization; and means for performing an assessment process including:

means for compiling the responses into a data format,

means for ~~determining~~ identifying a theme based on the compiled responses,

means for generating a report based on the ~~determined~~ identified theme,

means for selecting an action corresponding to the ~~determined~~ identified theme in ~~response~~ reply to receiving the report,

means for collecting data reflecting a performance of implementing the action in the organization,

means for ~~determining an action assessment data reflecting~~ identifying an effect of the implemented action on the organization based on the collected data.

10. (Currently Amended) The system of claim 9, wherein the means for collecting responses further includes:

means for receiving data responses reflecting at least one individual interview session with at least one of the members;

means for receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

means for receiving data responses associated with at least one physical walk around interview session with at least one of the members.

11. (Original) The system of claim 9, wherein the means for compiling the responses includes:

means for separating the collected responses into groups.

12. (Currently Amended) The system of claim 9, wherein the means for generating the report further includes:

means for identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the ~~determined~~ theme.

13-15. Canceled.

16. (Currently Amended) A computer readable medium including instructions executed by a computer to perform a method for assessing the culture of an organization, the method comprising:

collecting responses from members of the organization; and performing an assessment process including:

compiling the responses into a data format,

~~determining~~ identifying a theme based on the compiled responses,

generating a report based on the ~~determined~~ identified theme,

selecting an action corresponding to the ~~determined~~ identified theme in ~~response~~ reply to receiving the report,

collecting data reflecting a performance of implementing the action in the organization,

~~determining an assessment data reflecting identifying~~ an effect of the implemented action on the organization based on the collected data.

17. (Currently Amended) The medium of claim 16, wherein the instructions for collecting responses further includes:

receiving data responses reflecting at least one individual interview session with at least one of the members;

receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and

receiving data responses reflecting at least one walk around interview session with at least one of the members.

18. (Previously Presented) The medium of claim 16, wherein the instructions for compiling the responses includes:

separating the collected responses into groups.

19. (Currently Amended) The medium of claim 16, wherein generating the report further includes:

identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the ~~determined~~ theme.

20-22. Canceled.

23. (Currently Amended) An expert system comprising:
a computer configured to collect responses from members of an organization;
and to perform an automated assessment process including:
compiling the responses into a data format,
~~determining identifying~~ a theme based on the compiled responses,
generating a report based on the ~~determined identified~~ theme,
selecting an action corresponding to the ~~determined identified~~ theme in ~~response~~
reply to receiving the report,
collecting data reflecting a performance of implementing the action in the
organization,
~~determining an assessment data reflecting Identifying~~ an effect of the
implemented action on the organization based on the collected data.

24. (Currently Amended) The expert system of claim 23, wherein the
instructions for collecting responses further includes:
receiving data responses reflecting at least one individual interview session with
at least one of the members;
receiving data responses reflecting at least one focus group meeting associated
with at least one of the members; and
receiving data responses reflecting at least one walk around interview session
with at least one of the members.

25. (Previously Presented) The expert system of claim 23, wherein the instructions for compiling the responses includes:
separating the collected responses into groups.

26. (Currently Amended) The expert system of claim 23, wherein the instruction for determining identifying themes or issues further includes:
identifying ineffectual communication between employees and managers of the organization; and generating the report to include the identified ineffectual communication as the determined theme.

27-36. Canceled.

37. (Currently Amended) A method of assessing a culture of an organization for making improvements thereon, comprising the steps of:
collecting responses from members of the organization; and performing an assessment process including:
receiving data responses reflecting at least one individual interview session with at least one of the members;
receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and
receiving data responses associated with at least one physical walk around session with at least one of the members;
compiling the responses; and

assessing in a computer the culture of the organization based on the compiled data responses, by:

identifying as a theme ineffectual communication between employees and managers of the organization based on information included in the responses,

determining selecting a first action corresponding to the identified theme,

providing content on a Web page associated with the organization accessible by both the employees and managers of the organization,

collecting feedback data associated with an implementation of the first action on the organization; and

determining selecting, based on the feedback data, a second action to implement on the organization.

38. Canceled.

39. (Currently Amended) A method of assessing a culture of an organization for making improvements thereon, comprising:

means for collecting responses from members of the organization; and means for performing an assessment process including:

means for receiving data responses reflecting at least one individual interview session with at least one of the members;

means for receiving data responses reflecting at least one focus group meeting associated with at least one of the members; and means for receiving data responses associated with at least one physical walk around interview session with at least one of the members; means for compiling the responses; and means for assessing in a computer the culture of the organization based on the compiled data responses, by:

means for identifying as a theme ineffectual communication between employees and managers of the organization based on information included in the responses,

means for determining selecting an action corresponding to the identified theme

means for collecting data reflecting a performance of implementing the action in the organization,

means for ~~determining an action assessment~~ data reflecting identifying an effect of the implemented action on the organization based on the collected data.

40. Canceled.

41. (Previously Presented) The method of claim 5, wherein the first set of members are employees of the organization and the second set of members include managers of the organization.

42. (Currently Amended) The method of claim 1, including analyzing the collected data to determine select a second action to implement in the organization based on the ~~first action assessment data effect of the implemented first action.~~